

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:
Case: 06-0521

ORIGINAL

Regarding a complaint by (Person making the complaint):

Delores Chenault

Against (Utility name):

A T + T Communications of Illinois, Inc.

As to (Reason for complaint)

I am grossly & consistently overbilled monthly. A T + T bills range from \$132 to \$155 per month. My wireless cell phone bill ranges ~~simultaneously~~ \$115 to \$144 per month. Therefore, my telecommunications service average \$250 a month. I am a senior citizen, live alone and am a loner. It is impossible for me to incur the above charges and simultaneously on two different phone services. This is a conspiracy to illegally take money from me through excessive over billing.
in Hainesville Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

283 Holiday Lane, Hainesville, Il.

The service address that I am complaining about is

283 Holiday Lane, Hainesville, Il. 60073

My home telephone is

(847) 543-8315

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

" " " " " "

(Full name of utility company)

A T + T

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Telephone Utilities - Part 735 - Billing

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

- 1) As stated on page 1, I am being grossly overbilled and consistently.
- 2) Also, some of my 'phone calls are re-routed elsewhere, and not to the 'phone # I dialed.
- 3) Some of my voice mail has been deleted.
- 4) I am lied to by AT&T operator(s) stating that some 'phone #'s can not be reached from my calling area, or the 'phone # is not accepting calls from my area, when in fact it can be a bank, or other business whom have solicited my business.

Please clearly state what you want the Commission to do in this case:

I want AT&T ordered to cease + desist from overcharging me now. I want the over charges refunded or credited to my account. AT&T is to no longer ~~to~~ allow any interference with my telephone service in any shape, fashion or form.

Date: July 20, 2006
(Month, day, year)

Complainant's Signature

Debra Chenault

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

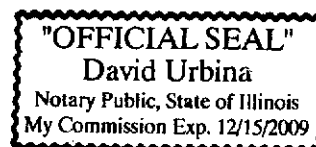
I, Debra Chenault first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Debra Chenault

Subscribed and sworn/affirmed to before me on (month, day, year) July 20, 2006

David Urbina

Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.